

**Inquiry Reasons
For 7/1/2017 - 10/1/2017**

Utility Type	Inquiry Reasons	No. of
Cellular		
	Service quality/repair	1
		Total 1
Competitive Local Exchange Carrier		
	Billing	4
	Disconnection	1
	Line extension/upgrade charge	1
	Safety	2
	Service quality/repair	17
		Total 25
Farm Taps		
	Disconnection	1
		Total 1
Gas Distribution Companies		
	Billing	5
	Disconnection	4
	Rates/Policies	5
	Safety	1
		Total 15
Intrastate Transmission		
	Safety	1
		Total 1
Investor-Owned Electric Utilities		
	Billing	47
	Deposit	1
	Disconnection	22
	Line extension/upgrade charge	1

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Utility Type	Inquiry Reasons	No. of
	Rates/Policies	19
	Refusal to provide service	4
	Safety	5
	Service quality/repair	9
		Total 108

Investor-Owned Water Companies

	Billing	9
	Disconnection	3
	Line extension/upgrade charge	1
	Rates/Policies	2
	Service quality/repair	3
		Total 18

Local Exchange Carriers

	Billing	17
	Disconnection	1
	Line extension/upgrade charge	5
	Rates/Policies	9
	Refusal to provide service	10
	Safety	6
	Service quality/repair	125
	Slamming	1
		Total 174

Long Distance Carriers

	Rates/Policies	1
		Total 1

Rural Electric Cooperative Corporation

	Billing	25
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For 7/1/2017 - 10/1/2017**

Utility Type	Inquiry Reasons	No. of
	Deposit	3
	Disconnection	2
	Line extension/upgrade charge	1
	Rates/Policies	7
	Refusal to provide service	3
	Safety	2
	Service quality/repair	2
		Total 45
Sewer Utilities		
	Safety	1
		Total 1
Water Associations		
	Billing	2
	Disconnection	2
	Rates/Policies	2
	Safety	1
	Service quality/repair	1
		Total 8
Water Districts		
	Billing	10
	Deposit	1
	Disconnection	7
	Line extension/upgrade charge	1
	Rates/Policies	6
	Refusal to provide service	3
	Service quality/repair	10
		Total 38
		Grand Total 436